



EDMUND G. BROWN JR.  
GOVERNOR

MATTHEW RODRIGUEZ  
SECRETARY FOR  
ENVIRONMENTAL PROTECTION

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## State Water Resources Control Board

Division of Drinking Water

November 7, 2017

System No. 3610015

Karl B. Drew, General Manager  
Crestline Village Water District  
P.O. Box 3347  
Crestline, CA 92325  
[kbdrew@cvwater.com](mailto:kbdrew@cvwater.com)

### **CITATION NO. 05-13-17C-023**

### **CONSUMER CONFIDENCE REPORT VIOLATION FOR THE 2011-2016 CONSUMER CONFIDENCE REPORT, CRESTLINE VILLAGE WATER DISTRICT (SYSTEM NO. 3610015)**

Enclosed is Citation No. 05-13-17C-023 (hereinafter "Citation"), issued to the Crestline Village Water District (hereinafter "District"), public water system. Please note that there are legally enforceable deadlines associated with this Citation.

The District will be billed at the State Water Resources Control Board's (hereinafter "State Water Board"), hourly rate for the time spent on issuing this Citation. California Health and Safety Code (hereinafter "CHSC"), Section 116577, provides that a public water system must reimburse the State Water Board for actual costs incurred by the State Water Board for specified enforcement actions, including but not limited to, preparing, issuing and monitoring compliance with a citation. At this time, the State Water Board has spent approximately seven hour(s) on enforcement activities associated with this violation.

The District will receive a bill sent from the State Water Board in August of the next fiscal year. This bill will contain fees for any enforcement time spent on the District for the current fiscal year.

FELICIA MARCUS, CHAIR | THOMAS HOWARD, EXECUTIVE DIRECTOR

464 W. 4th Street, #437, San Bernardino, CA 92401 | [www.waterboards.ca.gov](http://www.waterboards.ca.gov)



Any person who is aggrieved by a citation, order or decision issued by the Deputy Director of the Division of Drinking Water under Article 8 (commencing with CHSC, Section 116625) or Article 9 (commencing with CHSC, Section 116650), of the Safe Drinking Water Act (CHSC, Division 104, Part 12, Chapter 4), may file a petition with the State Water Board for reconsideration of the citation, order or decision. Appendix 1 to the enclosed Citation contains the relevant statutory provisions for filing a petition for reconsideration (CHSC, Section 116701).

Petitions must be received by the State Water Board within 30 days of the issuance of the citation, order or decision by the Deputy Director. The date of issuance is the date when the Division of Drinking Water mails a copy of the citation, order or decision. If the 30th day falls on a Saturday, Sunday, or state holiday, the petition is due the following business day by 5:00 p.m.

Information regarding filing petitions may be found at:

[http://www.waterboards.ca.gov/drinking\\_water/programs/petitions/index.shtml](http://www.waterboards.ca.gov/drinking_water/programs/petitions/index.shtml)

If you have any questions regarding this matter, please contact Amanda Chapman of my staff at 909-383-4320 or me at 909-383-4328.

Sincerely,



Eric J. Zúñiga, P.E.  
District Engineer  
San Bernardino District  
Southern California Field Operations Branch

Enclosures

Certified Mail No. 7006 2150 0004 3940 8423

cc:

Larrie Davis, Crestline Village Water District, via email at [ladavis@cvwater.com](mailto:ladavis@cvwater.com)

David Sale, Crestline Village Water District, via email at [dcsale@cvwater.com](mailto:dcsale@cvwater.com)

Diana Almond, San Bernardino County EHS, via email at [Diana.Almond@dph.sbcounty.gov](mailto:Diana.Almond@dph.sbcounty.gov)

Joy Chakma, San Bernardino County EHS, via email at [Joy.Chakma@dph.sbcounty.gov](mailto:Joy.Chakma@dph.sbcounty.gov)

STATE OF CALIFORNIA  
STATE WATER RESOURCES CONTROL BOARD  
DIVISION OF DRINKING WATER

**Name of Public Water System:** Crestline Village Water District

**Water System No:** 3610015

**Attention:** Karl B. Drew, General Manager

P.O. Box 3347

Crestline, CA 92325

**Issued:** November 7, 2017

**CITATION FOR NONCOMPLIANCE WITH  
THE HEALTH AND SAFETY CODE SECTION 116470 AND CALIFORNIA  
CODE OF REGULATION, TITLE 22, SECTIONS 64480(a), 64481,  
64483(a), AND 64483(c) FOR THE 2011-2016 CONSUMER CONFIDENCE  
REPORTS**

The California Health and Safety Code (hereinafter "CHSC"), Section 116650 authorizes the State Water Resources Control Board (hereinafter "State Water Board"), to issue a citation to a public water system when the State Water Board determines that the public water system has violated or is violating the California Safe Drinking Water Act (hereinafter "California SDWA"), (CHSC, Division 104, Part 12, Chapter 4, commencing with

1 Section 116270), or any regulation, standard, permit, or order issued or  
2 adopted thereunder.

3  
4 The State Water Board, acting by and through its Division of Drinking Water  
5 (hereinafter "Division"), and the Deputy Director for the Division, hereby  
6 issues Citation No. 05-13-17C-023 (hereinafter "Citation"), pursuant to  
7 Section 116470 of the CHSC to the Crestline Village Water District  
8 (hereinafter "District"), for violation of CHSC Section 116470 and California  
9 Code of Regulation (hereinafter "CCR"), Title 22, Sections 64480(a),  
10 64483(a), and 64483(c).

11  
12 A copy of the applicable statutes and regulations are included in Appendix 1,  
13 which is attached hereto and incorporated by reference.

#### 14 15 **STATEMENT OF FACTS**

16 The District is classified as a community public water system with a  
17 population of 7,604, serving 5,011 connections. The District operates under  
18 Domestic Water Supply Permit No. 03-13-95P-002 issued by the State  
19 Water Board on April 25, 1995.

20  
21 CHSC, Section 116470 specifies that as a condition of its operating permit,  
22 every public water system shall annually prepare a consumer confidence  
23 report and mail or deliver a copy of that report to each customer. Title 22,  
24 CCR, Section 64480(a) specifies that each community and nontransient-  
25 noncommunity water system shall prepare and deliver the first Consumer  
26 Confidence Report by July 1, 2001, and subsequent reports by July 1  
27 annually thereafter. Title 22, CCR, Section 64483(a) specifies that each  
28 water system shall mail or directly deliver one copy of the Consumer

1 Confidence Report to each customer. Title 22, CCR, Section 64483(c)  
2 specifies that no later than the date the water system is required to distribute  
3 the Consumer Confidence Report to its customers, each water system shall  
4 mail a copy of the report to the Division, followed within three (3) months by a  
5 certification that the report has been distributed to customers, and that the  
6 information is correct and consistent with the compliance monitoring data,  
7 previously submitted to the Division.

8  
9 On July 11, 2017, the Division informed the District that the Consumer  
10 Confidence Reports for 2011-2016 and the Consumer Confidence Reports  
11 Certifications for 2011-2016 had not been received via the electronic Annual  
12 Reporting website at <http://drinc.ca.gov/EAR/Home.aspx> (See Appendix 3).  
13 The Consumer Confidence Reports for 2011-2016 were uploaded to the  
14 electronic Annual Reporting website on November 1, 2017. The Division has  
15 not received the Certification to the Division that the 2011-2016 Consumer  
16 Confidence Reports have been distributed to customers.

17  
18 The 2016 Consumer Confidence Report content was reviewed, and was  
19 missing several requirements pursuant to Title 22, CCR, Section 64481. A  
20 copy of the reviewed content of the 2016 Consumer Confidence Report is in  
21 Appendix 5.

### 22 23 DETERMINATION

24 Based on the above Statement of Facts, the State Water Board has  
25 determined that the District has failed to comply with CHSC, Section  
26 116470, and CCR, Title 22, Sections 64480(a), 64481, 64483(a), and  
27 64483(c).

**DIRECTIVES**

The District is hereby directed to take the following actions:

1. Cease violating the reporting requirements of Section 116470 of the California Health and Safety Code, and Sections 64480(a), 64481, 64483(b), and 64483(c) of the Title 22, California Code of Regulations.
2. On or before **November 17, 2017** complete and return to the State Water Board the "Notification of Receipt" form attached to this Citation as Appendix 2. Completion of this form confirms that the District has received this Citation and understands that it contains legally enforceable directives(s) with due dates. A copy of the 2016 Consumer Confidence Report and Certification Form shall be included with the response if the District previously issued the 2016 Consumer Confidence Report to its customers.
3. By **December 15, 2017**, the District shall submit to the Division a certification of distribution to the customers of the 2011-2016 Consumer Confidence Reports, along with a copy of the 2011-2016 Consumer Confidence Report that was used. The Consumer Confidence Report Certification form in Appendix 4 shall be used.
4. By **July 1, 2018**, the District shall distribute a Consumer Confidence Report that has been previously approved by the Division to each customer to report the water quality for the year 2017. The following website will serve as a guide to complete the 2017 Consumer Confidence Report:  
[https://www.waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/CCR.shtml](https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/CCR.shtml)
5. By **November 7, 2018**, notify all persons served by the District of the violation of Sections 116470 of the California Health and Safety



1 Code, and Sections 64480(a), 64481, 64483(b), and 64483(c) of the  
2 Title 22, California Code of Regulations, in conformance with CCR,  
3 Title 22, Section 64463.7. The Notification Template in Appendix 6  
4 may be used to fulfill this directive, and notification shall approved by  
5 the Division prior to distribution. The District shall notify the  
6 consumers served by the water system through Tier 3 Public  
7 Notification of the Consumer Confidence Reporting violation, Section  
8 64463.7(d). The notification shall be provided in accordance with the  
9 following:

- 10 a. Given by July 1, 2018 in the annual consumer confidence  
11 report.
  - 12 b. Posted in conspicuous public places served by the water  
13 system.
  - 14 c. The content of the notice including the mandatory language  
15 shall be approved by the Division prior to issuance.
  - 16 d. Within 10 days following the issuance, submit a copy of the  
17 notification including certification of its publication, to the  
18 Division (Appendix No. 4).
- 19 6. In the future, the District shall distribute a Consumer Confidence  
20 Report to each customer by July 1 of each year, reporting water  
21 quality information for the prior year, in accordance with CCR, Title  
22 22, Section 64481. A copy of each year's Consumer Confidence  
23 Report shall be provided to the Division by July 1 of each year.  
24 Certification that the report has been distributed shall also be  
25 provided to the Division by October 1 of each year, using the  
26 Consumer Confidence Report Certification form in Appendix 4.
- 27  
28

All submittals required by this Citation shall be electronically submitted to the State Water Board at the following address. The subject line for all electronic submittals corresponding to this Citation shall include the following information: Water System name and number, citation number and title of the document being submitted.

Eric J. Zúñiga, P.E., Senior Water Resource Control Engineer  
State Water Resources Control Board  
Division of Drinking Water, San Bernardino District  
464 W. 4<sup>th</sup> Street, Suite 437  
San Bernardino, CA 92401  
[Dwpdist13@waterboards.ca.gov](mailto:Dwpdist13@waterboards.ca.gov)

The State Water Board reserves the right to make such modifications to this Citation as it may deem necessary to protect public health and safety. Such modifications may be issued as amendments to this Citation and shall be effective upon issuance.

Nothing in this Citation relieves the District of its obligation to meet the requirements of the California SDWA (CHSC, Division 104, Part 12, Chapter 4, commencing with Section 116270), or any regulation, standard, permit or order issued or adopted thereunder.

#### **PARTIES BOUND**

This Citation shall apply to and be binding upon the District, its owners, shareholders, officers, directors, agents, employees, contractors, successors, and assignees.

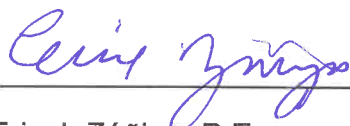


**SEVERABILITY**

The directives of this Citation are severable, and the District shall comply with each and every provision thereof notwithstanding the effectiveness of any provision.

**FURTHER ENFORCEMENT ACTION**

The California SDWA authorizes the State Water Board to: issue a citation or order with assessment of administrative penalties to a public water system for violation or continued violation of the requirements of the California SDWA or any regulation, permit, standard, citation, or order issued or adopted thereunder including, but not limited to, failure to correct a violation identified in a citation or compliance order. The California SDWA also authorizes the State Water Board to take action to suspend or revoke a permit that has been issued to a public water system if the public water system has violated applicable law or regulations or has failed to comply with an order of the State Water Board, and to petition the superior court to take various enforcement measures against a public water system that has failed to comply with an order of the State Water Board. The State Water Board does not waive any further enforcement action by issuance of this Citation.

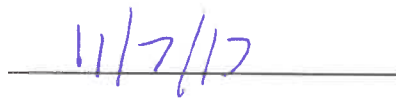


Eric J. Zúñiga, P.E.

District Engineer

San Bernardino District

Southern California Field Operations Branch



Date

1 Appendices 6:

- 2 1. Applicable Statutes and Regulations
- 3 2. Notification of Receipt Form
- 4 3. Email Correspondence: July 11, 2017
- 5 4. Consumer Confidence Report Certification Form
- 6 5. Copy of the Reviewed Content of the 2016 Consumer Confidence
- 7 Report
- 8 6. The Notification Template

9  
10 Certified Mail No. 7006 2150 0004 3940 8423

# Appendix 1

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**Applicable Statutes and Regulations for 05-13-17C-023**

# APPENDIX 1. APPLICABLE STATUTES AND REGULATIONS FOR CITATION NO. 05-13-17C-023 NONCOMPLIANCE WITH THE 2011-2016 CONSUMER CONFIDENCE REPORTS

*NOTE: The following language is provided for the convenience of the recipient, and cannot be relied upon as the State of California's representation of the law. The published codes are the only official representation of the law. Regulations related to drinking water are in Titles 22 and 17 of the California Code of Regulations. Statutes related to drinking water are in the Health & Safety Code, the Water Code, and other codes.*

## **California Health and Safety Code (CHSC):**

### **Section 116271 states in relevant part:**

(a) The State Water Resources Control Board succeeds to and is vested with all of the authority, duties, powers, purposes, functions, responsibilities, and jurisdiction of the State Department of Public Health, its predecessors, and its director for purposes of all of the following:

- (1) The Environmental Laboratory Accreditation Act (Article 3 (commencing with Section 100825) of Chapter 4 of Part 1 of Division 101).
- (2) Article 3 (commencing with Section 106875) of Chapter 4 of Part 1.
- (3) Article 1 (commencing with Section 115825) of Chapter 5 of Part 10.
- (4) This chapter and the Safe Drinking Water State Revolving Fund Law of 1997 (Chapter 4.5 (commencing with Section 116760)).
- (5) Article 2 (commencing with Section 116800), Article 3 (commencing with Section 116825), and Article 4 (commencing with Section 116875) of Chapter 5.
- (6) Chapter 7 (commencing with Section 116975).
- (7) The Safe Drinking Water, Water Quality and Supply, Flood Control, River and Coastal Protection Bond Act of 2006 (Division 43 (commencing with Section 75001) of the Public Resources Code).
- (8) The Water Recycling Law (Chapter 7 (commencing with Section 13500) of Division 7 of the Water Code).
- (9) Chapter 7.3 (commencing with Section 13560) of Division 7 of the Water Code.
- (10) The California Safe Drinking Water Bond Law of 1976 (Chapter 10.5 (commencing with Section 13850) of Division 7 of the Water Code).
- (11) Wholesale Regional Water System Security and Reliability Act (Division 20.5 (commencing with Section 73500) of the Water Code).
- (12) Water Security, Clean Drinking Water, Coastal and Beach Protection Act of 2002 (Division 26.5 (commencing with Section 79500) of the Water Code).

(b) The State Water Resources Control Board shall maintain a drinking water program and carry out the duties, responsibilities, and functions described in this section. Statutory reference to "department," "state department," or "director" regarding a function transferred to the State Water Resources Control Board shall refer to the State Water Resources Control Board. This section does not impair the authority of a local health officer to enforce this chapter or a county's election not to enforce this chapter, as provided in Section 116500...

- (k)
- (1) The State Water Resources Control Board shall appoint a deputy director who reports to the executive director to oversee the issuance and enforcement of public water system permits and other duties as appropriate. The deputy director shall have public health expertise.
  - (2) The deputy director is delegated the State Water Resources Control Board's authority to provide notice, approve notice content, approve emergency notification plans, and take other action pursuant to Article 5 (commencing with Section 116450), to issue, renew, reissue, revise, amend, or deny any public water system permits pursuant to Article 7 (commencing with Section 116525), to suspend or revoke any public water system permit pursuant to Article 8 (commencing with Section 116625), and to issue citations, assess penalties, or issue orders pursuant to Article 9 (commencing with Section 116650). Decisions and actions of the deputy director taken pursuant to Article 5 (commencing with Section 116450) or Article 7 (commencing with Section 116525) are deemed decisions and actions taken, but are not subject to reconsideration, by the State Water Resources Control Board. Decisions and actions of the deputy director taken pursuant to Article 8 (commencing with Section 116625) and Article 9 (commencing with Section 116650) are deemed decisions and actions taken by the State Water Resources Control Board, but any aggrieved person may petition the State Water Resources Control Board for reconsideration of the decision or action. This subdivision is not a limitation on the State Water Resources Control Board's authority to delegate any other powers and duties.

**Section 116275 states in relevant part:**

(c) "Primary drinking water standards" means:

(1) Maximum levels of contaminants that, in the judgment of the state board, may have an adverse effect on the health of persons.

(2) Specific treatment techniques adopted by the state board in lieu of maximum contaminant levels pursuant to subdivision (j) of Section 116365.

**§116470. Consumer confidence report and PHG report.**

- (a) As a condition of its operating permit, every public water system shall annually prepare a consumer confidence report and mail or deliver a copy of that report to each customer, other than an occupant, as defined in Section 799.28 of the Civil Code, of a recreational vehicle park. A public water system in a recreational vehicle park with occupants as defined in Section 799.28 of the Civil Code shall prominently display on a bulletin board at the entrance to or in the office of the park, and make available upon request, a copy of the report. The report shall include all of the following information:
  - 1) The source of the water purveyed by the public water system.
  - 2) A brief and plainly worded definition of the terms "maximum contaminant level," "primary drinking water standard," and "public health goal."
  - 3) If any regulated contaminant is detected in public drinking water supplied by the system during the past year, the report shall include all of the following information:
    - A. The level of the contaminant found in the drinking water, and the corresponding public health goal and primary drinking water standard for that contaminant.
    - B. Any violations of the primary drinking water standard that have occurred as a result of the presence of the contaminant in the drinking water and a brief and plainly worded statement of health concerns that resulted in the regulation of that contaminant.
    - C. The public water system's address and phone number to enable customers to obtain further information concerning contaminants and potential health effects.
  - 4) Information on the levels of unregulated contaminants, if any, for which monitoring is required pursuant to state or federal law or regulation.
  - 5) Disclosure of any variances or exemptions from primary drinking water standards granted to the system and the basis therefor.
- (b) On or before July 1, 1998, and every three years thereafter, public water systems serving more than 10,000 service connections that detect one or more contaminants in drinking water that exceed the applicable public health goal, shall prepare a brief written report in plain language that does all of the following:
  - 1) Identifies each contaminant detected in drinking water that exceeds the applicable public health goal.
  - 2) Discloses the numerical public health risk, determined by the office, associated with the maximum contaminant level for each contaminant identified in paragraph (1) and the numerical public health risk determined by the office associated with the public health goal for that contaminant.
  - 3) Identifies the category of risk to public health, including, but not limited to, carcinogenic, mutagenic, teratogenic, and acute toxicity, associated with exposure to the contaminant in drinking water, and includes a brief plainly worded description of these terms.
  - 4) Describes the best available technology, if any is then available on a commercial basis, to remove the contaminant or reduce the concentration of the contaminant. The public water system may, solely at its own discretion, briefly describe actions that have been taken on its own, or by other entities, to prevent the introduction of the contaminant into drinking water supplies.
  - 5) Estimates the aggregate cost and the cost per customer of utilizing the technology described in paragraph (4), if any, to reduce the concentration of that contaminant in drinking water to a level at or below the public health goal.
  - 6) Briefly describes what action, if any, the local water purveyor intends to take to reduce the concentration of the contaminant in public drinking water supplies and the basis for that decision.
- (c) Public water systems required to prepare a report pursuant to subdivision (b) shall hold a public hearing for the purpose of accepting and responding to public comment on the report. Public water systems may hold the public hearing as part of any regularly scheduled meeting.
- (d) The department shall not require a public water system to take any action to reduce or eliminate any exceedance of a public health goal.
- (e) Enforcement of this section does not require the department to amend a public water system's operating permit.
- (f) Pending adoption of a public health goal by the Office of Environmental Health Hazard Assessment pursuant to subdivision (c) of Section 116365, and in lieu thereof, public water systems shall use the national maximum contaminant level goal adopted by the United States Environmental Protection Agency for the corresponding contaminant for purposes of complying with the notice and hearing requirements of this section.

- (g) This section is intended to provide an alternative form for the federally required consumer confidence report as authorized by 42 U.S.C. Section 300g-3(c).

**Section 116555 states in relevant part:**

- (a) Any person who owns a public water system shall ensure that the system does all of the following:
- (1) Complies with primary and secondary drinking water standards.
  - (2) Will not be subject to backflow under normal operating conditions.
  - (3) Provides a reliable and adequate supply of pure, wholesome, healthful, and potable water.

**Section 116577. Enforcement fee states:**

(a) Each public water system shall reimburse the state board for actual costs incurred by the state board for any of the following enforcement activities related to that water system:

- (1) Preparing, issuing, and monitoring compliance with, an order or a citation.
- (2) Preparing and issuing public notification.
- (3) Conducting a hearing pursuant to Section 116625. *NOTE: This publication includes a variety of*

(b) The state board shall submit an invoice for these enforcement costs to the public water system that requires payment before September 1 of the fiscal year following the fiscal year in which the costs were incurred. The invoice shall indicate the total hours expended, the reasons for the expenditure, and the hourly cost rate of the state board. The costs set forth in the invoice shall not exceed the total actual costs to the state board of enforcement activities specified in this section.

(c) Notwithstanding the reimbursement of enforcement costs of the local primacy agency pursuant to subdivision (a) of Section 116595 by a public water system under the jurisdiction of the local primacy agency, a public water system shall also reimburse enforcement costs, if any, incurred by the state board pursuant to this section.

(d) "Enforcement costs," as used in this section, does not include "litigation costs" pursuant to Section 116585.

(e) The state board shall not be entitled to enforcement costs pursuant to this section if a court determines that enforcement activities were in error.

(f) Payment of the invoice shall be made within 90 days of the date of the invoice. Failure to pay the invoice within 90 days shall result in a 10-percent late penalty that shall be paid in addition to the invoiced amount.

(g) The state board may, at its sole discretion, waive payment by a public water system of all or any part of the invoice or penalty.

**Section 116625 (Revocation and suspension of permits) states:**

(a) The department, after a hearing noticed and conducted as provided in Section 100171, may suspend or revoke any permit issued pursuant to this chapter if the department determines pursuant to the hearing that the permittee is not complying with the permit, this chapter, or any regulation, standard, or order issued or adopted thereunder, or that the permittee has made a false statement or representation on any application, record, or report maintained or submitted for purposes of compliance with this chapter. If the permit at issue has been temporarily suspended pursuant to subdivision (c), the accusation shall be served and notice of the hearing date given within 15 days of the effective date of the temporary suspension order. The commencement of the hearing shall be as soon as practicable, but in no case later than 60 days after the effective date of the temporary suspension order.

(b) The permittee may file with the superior court a petition for a writ of mandate for review of any decision of the department made pursuant to subdivision (a). Failure to file a petition shall not preclude a party from challenging the reasonableness or validity of a decision of the department in any judicial proceeding to enforce the decision or from pursuing any remedy authorized by this chapter.

(c) The department may temporarily suspend any permit issued pursuant to this chapter prior to any hearing when the action is necessary to prevent an imminent or substantial danger to health. The director shall notify the permittee of the temporary suspension and the effective date thereof and, at the same time, notify the permittee that a hearing has been scheduled. The hearing shall be held as soon as possible, but not later than 15 days after the effective date of the temporary suspension and shall deal only with the issue of whether the temporary suspension shall remain in place pending a hearing on the merits. The temporary suspension shall remain in effect until the hearing is completed and the director has made a final determination on the temporary suspension, that in any event shall be made within 15 days after the completion of the hearing. If the determination is not transmitted within 15 days after the hearing is completed, the temporary suspension shall be of no further effect. Dissolution of the temporary suspension does not deprive the department of jurisdiction to proceed with a hearing on the merits under subdivision (a).

**Section 116650 states in relevant part:**

(a) If the state board determines that a public water system is in violation of this chapter or any regulation, permit, standard, citation, or order issued or adopted thereunder, the state board may issue a citation to the public water system. The citation shall be served upon the public water system personally or by certified mail. Service shall be deemed effective as of the date of personal service or the date of receipt of the certified mail. If a person to whom a citation is directed refuses to accept delivery of the certified mail, the date of service shall be deemed to be the date of mailing.

(b) Each citation shall be in writing and shall describe the nature of the violation or violations, including a reference to the statutory provision, standard, order, citation, permit, or regulation alleged to have been violated.



- (c) A citation may specify a date for elimination or correction of the condition constituting the violation.
- (d) A citation may include the assessment of a penalty as specified in subdivision (e).
- (e) The state board may assess a penalty in an amount not to exceed one thousand dollars (\$1,000) per day for each day that a violation occurred, and for each day that a violation continues to occur. A separate penalty may be assessed for each violation and shall be in addition to any liability or penalty imposed under any other law.

**Section 116701 (Petitions to Orders and Decisions) states:**

- (a) Within 30 days of issuance of an order or decision issued by the deputy director under Article 8 (commencing with Section 116625) or Article 9 (commencing with Section 116650), an aggrieved person may petition the state board for reconsideration. Where the order or decision of the deputy director is issued after a hearing under Chapter 5 (commencing with Section 11500) of Part 1 of Division 3 of Title 2 of the Government Code, this section shall apply instead of Section 11521 of the Government Code.
- (b) The petition shall include the name and address of the petitioner, a copy of the order or decision for which the petitioner seeks reconsideration, identification of the reason the petitioner alleges the issuance of the order was inappropriate or improper, the specific action the petitioner requests, and other information as the state board may prescribe. The petition shall be accompanied by a statement of points and authorities of the legal issues raised by the petition.
- (c) The evidence before the state board shall consist of the record before the deputy director and any other relevant evidence that, in the judgment of the state board, should be considered to implement the policies of this chapter. The state board may, in its discretion, hold a hearing for receipt of additional evidence.
- (d) The state board may refuse to reconsider the order or decision if the petition fails to raise substantial issues that are appropriate for review, may deny the petition upon a determination that the issuance of the order or decision was appropriate and proper, may set aside or modify the order or decision, or take other appropriate action. The state board's action pursuant to this subdivision shall constitute the state board's completion of its reconsideration.
- (e) The state board, upon notice and hearing, if a hearing is held, may stay in whole or in part the effect of the order or decision of the deputy director.
- (f) If an order of the deputy director is subject to reconsideration under this section, the filing of a petition for reconsideration is an administrative remedy that must be exhausted before filing a petition for writ of mandate under Section 116625 or 116700.

**California Code of Regulations (CCR), Title 22:**

**§64463.7. Tier 3 Public Notice.**

- (a) Each water system shall give public notice pursuant to this section if any of the following occurs:
  - (1) Monitoring violations;
  - (2) Failure to comply with a testing procedure, except where a Tier 1 public notice is required pursuant to section 64463.1 or the State Board determines that a Tier 2 public notice is required pursuant to section 64463.4; or
  - (3) Operation under a variance or exemption.
- (b) Each water system shall give the public notice within one year after it learns of the violation or begins operating under a variance or exemption.
  - (1) The water system shall repeat the public notice annually for as long as the violation, variance, exemption, or other occurrence continues.
  - (2) Posted public notices shall remain in place for as long as the violation, variance, exemption, or other occurrence continues, but in no case less than seven days.
  - (3) Instead of individual Tier 3 public notices, a water system may use an annual report detailing all violations and occurrences for the previous twelve months, as long as the water system meets the frequency requirements specified in this subsection.
- (c) Each water system shall deliver the notice in a manner designed to reach persons served within the required time period, as follows:
  - (1) Unless otherwise directed by the State Board in writing based on its assessment of the violation or occurrence and the potential for adverse effects on public health and welfare, community water systems shall give public notice by
    - (A) Mail or direct delivery to each customer receiving a bill including those that provide their drinking water to others (e.g., schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system; and
    - (B) Use of one or more of the following methods to reach persons not likely to be reached by a mailing or direct delivery (renters, university students, nursing home patients, prison inmates, etc.):
      - 1. Publication in a local newspaper;
      - 2. Posting in conspicuous public places served by the water system, or on the Internet; or
      - 3. Delivery to community organizations.
  - (2) Unless otherwise directed by the State Board in writing based on its assessment of the violation or occurrence and the potential for adverse effects on public health and welfare, noncommunity water systems shall give the public notice by:

- (A) Posting in conspicuous locations throughout the area served by the water system; and
- (B) Using one or more of the following methods to reach persons not likely to be reached by a posting:
  1. Publication in a local newspaper or newsletter distributed to customers;
  2. E-mail message to employees or students;
  3. Posting on the Internet or intranet; or
  4. Direct delivery to each customer.

(d) Community and nontransient-noncommunity water systems may use the Consumer Confidence Report pursuant to sections 64480 through 64483, to meet the initial and repeat Tier 3 public notice requirements in subsection 64463.7(b), as long as the Report meets the following:

- (1) Is given no later than one year after the water system learns of the violation or occurrence;
- (2) Includes the content specified in section 64465; and
- (3) Is distributed pursuant to paragraph (b)(1) and (2) or subsection (c).

**§64480. Applicability and Distribution.**

(a) Except as provided in subsection (b), each community and nontransient-noncommunity (NTNC) water system shall prepare and deliver the first Consumer Confidence Report by July 1, 2001, and subsequent reports by July 1 annually thereafter. The first Consumer Confidence Report shall contain data collected during, or prior to, calendar year 2000, as prescribed by section 64481(d)(1). Each Consumer Confidence Report thereafter shall contain data collected during, or prior to, the previous calendar year.

(b) A new community or NTNC water system shall deliver its first Consumer Confidence Report by July 1 of the year after its first full calendar year in operation and subsequent reports by July 1 annually thereafter.

(c) A community or NTNC water system that sells water to another community or NTNC water system shall deliver the applicable information required in section 64481 to the purchasing system by no later than April 1 of each year or on a date mutually agreed upon by the seller and the purchaser, and specifically included in a contract between the parties.

**§64481. Content of the Consumer Confidence Report.**

(a) A Consumer Confidence Report shall contain information on the source of the water delivered, including:

- (1) The type of water delivered by the water system (e.g., surface water, ground water) and the commonly used name (if any) and location of the body (or bodies) of water; and
- (2) If a source water assessment has been completed, notification that the assessment is available, how to obtain it, the date it was completed or last updated, and a brief summary of the system's vulnerability to potential sources of contamination, using language provided by the State Board if the State Board conducted the assessment.

(b) For any of the following terms used in the Consumer Confidence Report, the water system shall provide the specified language below:

- (1) Regulatory Action Level: "The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow."
- (2) Maximum Contaminant Level or MCL: "The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water."
- (3) Maximum Contaminant Level Goal or MCLG: "The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency."
- (4) Public Health Goal or PHG: "The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency."
- (5) Primary Drinking Water Standard or PDWS: "MCLs, MRDLs, and treatment techniques for contaminants that affect health, along with their monitoring and reporting requirements."
- (6) Treatment technique: "A required process intended to reduce the level of a contaminant in drinking water."
- (7) Variances and exemptions: "State Board permission to exceed an MCL or not comply with a treatment technique under certain conditions."
- (8) Maximum residual disinfectant level or MRDL: "The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants."
- (9) Maximum residual disinfectant level goal or MRDLG: "The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants."

(c) If any of the following are detected, information for each pursuant to subsection (d) shall be included in the Consumer Confidence Report:

(1) Contaminants subject to an MCL, regulatory action level, MRDL, or treatment technique (regulated contaminants), as specified in sections 64426.1, 64431, 64442, 64443, 64444, 64448, 64449, 64533, 64533.5, 64536, 64536.2, 64653 and 64678;

(2) Contaminants specified in 40 Code of Federal Regulations part 141.40 (7-1-2007 edition) for which monitoring is required (unregulated contaminants);

(3) Microbial contaminants detected as provided under subsection (e); and

(4) Sodium and hardness.

(d) For contaminants identified in subsection (c), the water system shall include in the Consumer Confidence Report one table or several adjacent tables that have been developed pursuant to this subsection. Any additional monitoring results that a water system chooses to include in its Consumer Confidence Report shall be displayed separately.

(1) The data in the table(s) shall be derived from data collected to comply with U.S. Environmental Protection Agency (USEPA) and State Board monitoring and analytical requirements during calendar year 2000 for the first Consumer Confidence Report and subsequent calendar years thereafter. Where a system is allowed to monitor for regulated contaminants less often than once a year, the table(s) shall include the date and results of the most recent sampling and the Consumer Confidence Report shall include a brief statement indicating that the data presented in the table(s) are from the most recent testing done in accordance with the regulations. No data older than 9 years need be included.

(2) For detected regulated contaminants referenced in subsection (c)(1), the table(s) shall include:

(A) The MCL expressed as a number equal to or greater than 1.0;

(B) For a primary MCL, the public health goal (PHG) in the same units as the MCL; or if no PHG has been set for the contaminant, the table shall include the USEPA maximum contaminant level goal in the same units as the MCL;

(C) For a detected contaminant that does not have an MCL, the table(s) shall indicate whether there is a treatment technique or specify the regulatory action level or MRDL (and MRDLG) applicable to that contaminant, and the Consumer Confidence Report shall include the appropriate language specified in subsection (b);

(D) For detected contaminants subject to an MCL, except turbidity and total coliforms, the sample result(s) collected at compliance monitoring sampling points shall be reported in the same units as the MCL as follows:

1. When compliance is determined by the results of a single sample, an initial sample averaged with one or two confirmation sample(s), or an average of four quarterly or six monthly samples, results shall be reported as follows:

A. For a single sampling point, or multiple sampling points for which data is being individually listed on the Consumer Confidence Report: the sample result and, if more than one sample was collected, the average and range of the sample results;

B. For multiple sampling points, each of which has been sampled only once and for which data is being summarized together on the Consumer Confidence Report: the average and range of the sample results. If the waters from the sampling points are entering the distribution system at the same point, a flow-weighted average may be reported; and

C. For multiple sampling points, one or more of which has been sampled more than once and for which data is being summarized together on the Consumer Confidence Report: the average of the individual sampling point averages and range of all the sample results. If the waters from the sampling points are entering the distribution system at the same point, a flow-weighted average may be reported.

2. When compliance with the MCL is determined by calculating a running annual average of all samples taken at a monitoring location:

A. The highest running annual average of the monitoring location and the range of sample results or, if monitoring locations are summarized together for the Consumer Confidence Report, the highest running annual average of any of the monitoring locations and the range of sample results from all the monitoring locations; and

B. For TTHM and HAA5 monitored pursuant to section 64534.2(d): the highest locational running annual average (LRAA) for TTHM and HAA5 and the range of individual sample results for all monitoring locations. If more than one location exceeds the TTHM or HAA5 MCL, include the LRAA for all locations that exceed the MCL.

3. When compliance with the MCL is determined on a system-wide basis by calculating a running annual average of all monitoring location averages: the highest running annual average and the range of sample results from all the sampling points.

4. When compliance with the MCL is determined on the basis of monitoring after treatment installed to remove a contaminant: the average level detected in the water entering the distribution system and the range of sample results; and

5. If an MCL compliance determination was made in the year for which sample results are being reported and that determination was based on an average of results from both the previous and reporting years, then

the compliance determination average shall be reported, but the range shall be based only on results from the year for which data is being reported.

(E) For turbidity:

1. When it is reported pursuant to the requirements of section 64652.5 (filtration avoidance): the highest value; and

2. When it is reported pursuant to section 64653 (filtration): the highest single measurement based on compliance reporting and the lowest monthly percentage of samples meeting the turbidity limits specified in section 64653 for the filtration technology being used;

(F) For lead and copper: the 90th percentile value of the most recent round of sampling, the number of sites sampled, and the number of sampling sites exceeding the action level;

(G) For total coliform:

1. The highest monthly number of positive samples for systems collecting fewer than 40 samples per month; or

2. The highest monthly percentage of positive samples for systems collecting at least 40 samples per month.

(H) For fecal coliform or *E. coli*: the total number of positive samples during the year; and

(I) The likely source(s) of any detected contaminants having an MCL, MRDL, regulatory action level, or treatment technique. If the water system lacks specific information on the likely source, the table(s) shall include one or more of the typical sources for that contaminant listed in appendix 64481-A or 64481-B that are most applicable to the system.

(3) The table(s) shall clearly identify any data indicating violations of MCLs, regulatory action levels, MRDLs, or treatment techniques and the Consumer Confidence Report shall give information on each violation including the length of the violation, potential adverse health effects (PDWS only), and actions taken by the system to address the violation. To describe the potential health effects, the system shall use the relevant language pursuant to appendices 64465-A through H; and

(4) For detected unregulated contaminants for which monitoring is required (except *Cryptosporidium*), the table(s) shall contain the average and range at which the contaminant was detected.

(e) If the system has performed any monitoring for *Cryptosporidium* that indicates that *Cryptosporidium* may be present in the source water or the finished water, the Consumer Confidence Report shall include a summary of the monitoring results and an explanation of their significance.

(f) If the system has performed any monitoring for radon that indicates that radon is present in the finished water, the Consumer Confidence Report shall include the monitoring results and an explanation of their significance.

(g) For the year covered by the report, the Consumer Confidence Report shall note any violations of paragraphs (1) through (7) and give related information, including any potential adverse health effects, and the steps the system has taken to correct the violation.

(1) Monitoring and reporting of compliance data.

(2) Filtration, disinfection, and recycled provisions prescribed by sections 64652, 64652.5, 64653, 64653.5(b), or 64654. For systems that have failed to install adequate filtration or disinfection equipment or processes, or have had a failure of such equipment or processes that constitutes a violation, the Consumer Confidence Report shall include the health effects language pursuant to appendix 64465-B as part of the explanation of potential adverse health effects.

(3) One or more actions prescribed by the lead and copper requirements in sections 64673, 64674, 64683 through 64686, and 64688. To address potential adverse health effects, the Consumer Confidence Report shall include the applicable language pursuant to appendix 64465-D for lead, copper, or both.

(4) Treatment technique requirements for Acrylamide and Epichlorohydrin in section 64448; to address potential adverse health effects, the Consumer Confidence Report shall include the relevant language from appendix 64465-H.

(5) Recordkeeping of compliance data.

(6) Special monitoring requirements prescribed by section 64449(b)(2) and (g).

(7) Terms of a variance, an exemption, or an administrative or judicial order.

(h) If a system is operating under the terms of a variance or an exemption issued under section 116430 or 116425 of the Health and Safety Code, the Consumer Confidence Report shall contain:

(1) An explanation of the reasons for the variance or exemption;

(2) The date on which the variance or exemption was issued;

(3) A brief status report on the steps the system is taking to install treatment, find alternative sources of water, or otherwise comply with the terms and schedules of the variance or exemption; and

(4) A notice of any opportunity for public input in the review, or renewal, of the variance or exemption.

(i) A Consumer Confidence Report shall contain the language in paragraphs (1) through (4).

(1) "The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity."

(2) "Contaminants that may be present in source water include:

Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic contaminants, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and herbicides, that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals, that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.

Radioactive contaminants, that can be naturally-occurring or be the result of oil and gas production and mining activities."

(3) "In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health."

(4) "Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791)."

(j) A Consumer Confidence Report shall prominently display the following language: "Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791)."

(k) A Consumer Confidence Report shall include the telephone number of the owner, operator, or designee of the water system as a source of additional information concerning the report.

(l) A Consumer Confidence Report shall contain information in Spanish regarding the importance of the report or contain a telephone number or address where Spanish-speaking residents may contact the system to obtain a translated copy of the report or assistance in Spanish. For each non-English speaking group other than Spanish-speaking that exceeds 1,000 residents or 10% of the residents in a community, the Consumer Confidence Report shall contain information in the appropriate language(s) regarding the importance of the report or contain a telephone number or address where such residents may contact the system to obtain a translated copy of the report or assistance in the appropriate language.

(m) A Consumer Confidence Report shall include information (e.g., time and place of regularly scheduled board meetings) about opportunities for public participation in decisions that may affect the quality of the water.

**Appendix 64481-A.**  
**Typical Origins of Contaminants with Primary MCLs, MRDLs**  
**Regulatory Action Levels, and Treatment Techniques**

<i>Contaminant</i>	<i>Major origins in drinking water</i>
<u>Microbiological</u>	
Total coliform bacteria	Naturally present in the environment
Fecal coliform and <i>E. coli</i>	Human and animal fecal waste
Turbidity	Soil runoff

Surface water treatment

<i>Giardia lamblia</i>	Naturally present in the environment
Viruses	
Heterotrophic plate count bacteria	
<i>Legionella</i>	
<i>Cryptosporidium</i>	

Radioactive

Gross Beta particle activity	Decay of natural and man-made deposits
Strontium-90	Decay of natural and man-made deposits
Tritium	Decay of natural and man-made deposits
Gross Alpha particle activity	Erosion of natural deposits
Combined radium 226/228	Erosion of natural deposits
Total Radium (for nontransient noncommunity water systems)	Erosion of natural deposits
Uranium	Erosion of natural deposits

Inorganic

Aluminum	Erosion of natural deposits; residue from some surface water treatment processes
Antimony	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
Arsenic	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Asbestos	Internal corrosion of asbestos cement water mains; erosion of natural deposits
Barium	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Beryllium	Discharge from metal refineries, coal-burning factories, and electrical, aerospace, and defense industries
Cadmium	Internal corrosion of galvanized pipes; erosion of natural deposits; discharge from electroplating and industrial chemical factories, and metal refineries; runoff from waste batteries and paints
Chromium	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Copper	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Cyanide	Discharge from steel/metal, plastic and fertilizer factories
Fluoride	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Hexavalent chromium	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
Lead	Internal corrosion of household water plumbing systems;



	discharges from industrial manufacturers; erosion of natural deposits
Mercury	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills and cropland
Nickel	Erosion of natural deposits; discharge from metal factories
Nitrate	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Nitrite	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Perchlorate	Perchlorate is an inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries. It usually gets into drinking water as a result of environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts.
Selenium	Discharge from petroleum, glass, and metal refineries; erosion of natural deposits; discharge from mines and chemical manufacturers; runoff from livestock lots (feed additive)
Thallium	Leaching from ore-processing sites; discharge from electronics, glass, and drug factories

*Synthetic organic*

2,4-D	Runoff from herbicide used on row crops, range land, lawns, and aquatic weeds
2,4,5-TP (Silvex)	Residue of banned herbicide
Acrylamide	Added to water during sewage/wastewater treatment
Alachlor	Runoff from herbicide used on row crops
Atrazine	Runoff from herbicide used on row crops and along railroad and highway right-of-ways
Bentazon	Runoff/leaching from herbicide used on beans, peppers, corn, peanuts, rice, and ornamental grasses
Benzo(a)pyrene [PAH]	Leaching from linings of water storage tanks and distribution mains
Carbofuran	Leaching of soil fumigant used on rice and alfalfa, and grape vineyards
Chlordane	Residue of banned insecticide
Dalapon	Runoff from herbicide used on right-of-ways, and crops and landscape maintenance
Dibromochloropropane (DBCP)	Banned nematocide that may still be present in soils due to runoff/leaching from former use on soybeans, cotton, vineyards, tomatoes, and tree fruit
Di(2-ethylhexyl) adipate	Discharge from chemical factories
Di(2-ethylhexyl) phthalate	Discharge from rubber and chemical factories; inert ingredient in pesticides
Dinoseb	Runoff from herbicide used on soybeans, vegetables, and fruits
Dioxin [2,3,7,8-TCDD]	Emissions from waste incineration and other combustion; discharge from chemical factories
Diquat	Runoff from herbicide use for terrestrial and aquatic weeds
Endothall	Runoff from herbicide use for terrestrial and aquatic weeds; defoliant
Endrin	Residue of banned insecticide and rodenticide
Epichlorohydrin	Discharge from industrial chemical factories; impurity of some water treatment chemicals
Ethylene dibromide (EDB)	Discharge from petroleum refineries; underground gas tank leaks; banned nematocide that may still be present in soils due to runoff and leaching from grain and fruit crops
Glyphosate	Runoff from herbicide use
Heptachlor	Residue of banned insecticide
Heptachlor epoxide	Breakdown of heptachlor
Hexachlorobenzene	Discharge from metal refineries and agricultural chemical factories; byproduct of chlorination reactions in wastewater
Hexachlorocyclo-pentadiene	Discharge from chemical factories

Lindane	Runoff/leaching from insecticide used on cattle, lumber, and gardens
Methoxychlor	Runoff/leaching from insecticide used on fruits, vegetables, alfalfa, and livestock
Molinate [Ordram]	Runoff/leaching from herbicide used on rice
Oxamyl [Vydate]	Runoff/leaching from insecticide used on field crops, fruits and ornamentals, especially apples, potatoes, and tomatoes
Pentachlorophenol	Discharge from wood preserving factories, cotton and other insecticidal/herbicidal uses
Picloram	Herbicide runoff
Polychlorinated biphenyls [PCBs]	Runoff from landfills; discharge of waste chemicals
Simazine	Herbicide runoff
Thiobencarb	Runoff/leaching from herbicide used on rice
Toxaphene	Runoff/leaching from insecticide used on cotton and cattle

*Volatile organic*

Benzene	Discharge from plastics, dyes and nylon factories; leaching from gas storage tanks and landfills
Carbon tetrachloride	Discharge from chemical plants and other industrial activities
1,2-Dichlorobenzene	Discharge from industrial chemical factories
1,4-Dichlorobenzene	Discharge from industrial chemical factories
1,1-Dichloroethane	Extraction and degreasing solvent; used in manufacture of pharmaceuticals, stone, clay and glass products; fumigant
1,2-Dichloroethane	Discharge from industrial chemical factories
1,1-Dichloroethylene	Discharge from industrial chemical factories
cis-1,2-Dichloroethylene	Discharge from industrial chemical factories; major biodegradation byproduct of TCE and PCE groundwater contamination
trans-1,2-Dichloroethylene	Discharge from industrial chemical factories; minor biodegradation byproduct of TCE and PCE groundwater contamination
Dichloromethane	Discharge from pharmaceutical and chemical factories; insecticide
1,2-Dichloropropane	Discharge from industrial chemical factories; primary component of some fumigants
1,3-Dichloropropene	Runoff/leaching from nematocide used on croplands
Ethylbenzene	Discharge from petroleum refineries; industrial chemical factories
Methyl-tert-butyl ether (MTBE)	Leaking underground storage tanks; discharge from petroleum and chemical factories
Monochlorobenzene	Discharge from industrial and agricultural chemical factories and drycleaning facilities
Styrene	Discharge from rubber and plastic factories; leaching from landfills
1,1,2,2-Tetrachloroethane	Discharge from industrial and agricultural chemical factories; solvent used in production of TCE, pesticides, varnish and lacquers
Tetrachloroethylene (PCE)	Discharge from factories, dry cleaners, and auto shops (metal degreaser)
1,2,4-Trichlorobenzene	Discharge from textile-finishing factories
1,1,1-Trichloroethane	Discharge from metal degreasing sites and other factories; manufacture of food wrappings
1,1,2-Trichloroethane	Discharge from industrial chemical factories
Trichloroethylene (TCE)	Discharge from metal degreasing sites and other factories
Toluene	Discharge from petroleum and chemical factories; underground gas tank leaks
Trichlorofluoromethane	Discharge from industrial factories; degreasing solvent; propellant and refrigerant
1,1,2-Trichloro-1,2,2-Trifluoroethane	Discharge from metal degreasing sites and other factories; drycleaning solvent; refrigerant
Vinyl chloride	Leaching from PVC piping; discharge from plastics factories; biodegradation byproduct of TCE and PCE groundwater contamination
Xylenes	Discharge from petroleum and chemical factories; fuel solvent

Disinfection Byproducts, Disinfection Byproduct Precursors, and Disinfectant Residuals

Total trihalomethanes (TTHM)	Byproduct of drinking water disinfection
Haloacetic acids (five) (HAA5)	Byproduct of drinking water disinfection
Bromate	Byproduct of drinking water disinfection
Chloramines	Drinking water disinfectant added for treatment
Chlorine	Drinking water disinfectant added for treatment
Chlorite	Byproduct of drinking water disinfection
Chlorine dioxide	Drinking water disinfectant added for treatment
Control of disinfection byproduct precursors (Total Organic Carbon)	Various natural and manmade sources

**Appendix 64481-B.**  
**Typical Origins of Contaminants with Secondary MCLs**

<i>Contaminant</i>	<i>Major origins in drinking water</i>
Aluminum	Erosion of natural deposits; residual from some surface water treatment processes
Color	Naturally-occurring organic materials
Copper	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Foaming Agents (MBAS)	Municipal and industrial waste discharges
Iron	Leaching from natural deposits; industrial wastes
Manganese	Leaching from natural deposits
Methyl-tert-butyl ether (MTBE)	Leaking underground storage tanks; discharge from petroleum and chemical factories;
Odor---Threshold	Naturally-occurring organic materials
Silver	Industrial discharges
Thiobencarb	Runoff/leaching from rice herbicide
Turbidity	Soil runoff
Zinc	Runoff/leaching from natural deposits; industrial wastes
Total dissolved solids	Runoff/leaching from natural deposits
Specific Conductance	Substances that form ions when in water; seawater influence
Chloride	Runoff/leaching from natural deposits; seawater influence
Sulfate	Runoff/leaching from natural deposits; industrial wastes

**§64482. Required Additional Health Information.**

(a) A system that detects arsenic at levels above 0.005 mg/L, but below or equal to the MCL, shall include the following in its Consumer Confidence Report: "While your drinking water meets the federal and state standard for arsenic, it does contain low levels of arsenic. The arsenic standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. The U.S. Environmental Protection Agency continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems."

(b) A system that detects nitrate at levels above 5 mg/L (as nitrogen), but below the MCL, shall include the following in its Consumer Confidence Report: "Nitrate in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider. If a system cannot demonstrate to the State Board with at least five years of the most current monitoring data that its nitrate levels are stable, it shall also add the following language to the preceding statement on nitrate: "Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity."

(c) A system that detects lead above the action level in more than 5%, and up to and including 10%, of sites sampled, shall include the following in its Consumer Confidence Report: "Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and/or flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the USEPA Safe Drinking Water Hotline (1-800-426-4791)."

**§64483. Consumer Confidence Report Delivery and Recordkeeping.**

(a) Each water system shall mail or directly deliver one copy of the Consumer Confidence Report to each customer.

(b) The system shall make a good faith effort to reach consumers who are served by the water system but are not bill-paying customers, such as renters or workers, using a mix of methods appropriate to the particular system such as: Posting the Consumer Confidence Reports on the Internet; mailing to postal patrons in metropolitan areas; advertising the availability of the Consumer Confidence Report in the news media; publication in a local newspaper; posting in public places such as cafeterias or lunch rooms of public buildings; delivery of multiple copies for distribution by single-biller customers such as apartment buildings or large private employers; and delivery to community organizations.

(c) No later than the date the water system is required to distribute the Consumer Confidence Report to its customers, each water system shall mail a copy of the report to the State Board, followed within 3 months by a certification that the report has been distributed to customers, and that the information is correct and consistent with the compliance monitoring data previously submitted to the State Board.

(d) No later than the date the water system is required to distribute the Consumer Confidence Report to its customers, each privately-owned water system shall mail a copy of the report to the California Public Utilities Commission.

(e) Each water system shall make its Consumer Confidence Report available to the public upon request.

(f) Each water system serving 100,000 or more persons shall post its current year's Consumer Confidence Report on a publicly-accessible site on the Internet.

(g) Each water system shall retain copies of its Consumer Confidence Reports for no less than 3 years.

# Appendix 2

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## Notification of Receipt Form

## Appendix 2 - Notification of Receipt

**Citation Number:** 05-13-17C-023

**Name of Water System:** Crestline Village Water District

**System Number:** 3610015

### Certification

I certify that I am an authorized representative of the Crestline Village Water District and that Citation No. 05-13-17C-023 was received on \_\_\_\_\_. Further I certify that the Citation has been reviewed by the appropriate management staff of the Crestline Village Water District and it is clearly understood that Citation No. 05-13-17C-023 contains legally enforceable directives with specific due dates.

\_\_\_\_\_  
Signature of Water System Representative

\_\_\_\_\_  
Date

**THIS FORM MUST BE COMPLETED AND RETURNED TO THE STATE WATER BOARD,  
DIVISION OF DRINKING WATER, NO LATER THAN NOVEMBER 17, 2017**

**Disclosure:** Be advised that the California Health and Safety Code, Sections 116725 and 116730 state that any person who knowingly makes any false statement on any report or document submitted for the purpose of compliance with the Safe Drinking Water Act may be liable for, respectively, a civil penalty not to exceed five thousand dollars (\$5,000) for each separate violation or, for continuing violations, for each day that violation continues, or be punished by a fine of not more than \$25,000 for each day of violation, or by imprisonment in the county jail not to exceed one year, or by both the fine and imprisonment.



# Appendix 3

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Email Correspondence: July 11, 2017

## Chapman, Amanda@Waterboards

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**From:** Chapman, Amanda@Waterboards  
**Sent:** Tuesday, July 11, 2017 4:50 PM  
**To:** 'Larrie A Davis'  
**Cc:** 'David Sale'  
**Subject:** Consumer Confidence Reports

Good Afternoon Larrie,

We have not received the consumer confidence report or the consumer confidence report certification on our website at <http://drinc.ca.gov/EAR/Home.aspx> for 2011-2016.

Please upload the 2011-2016 consumer confidence reports, and the 2011-2015 consumer confidence report certification (2016 if available).

You had asked for information on electronic delivery and the certification: See "electronic delivery" section in the following link: [http://www.waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/CCR.shtml](http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/CCR.shtml)

There, you will see guidance and the certification form. There are also "delivery methods examples."

Let me know if you have any questions.

*Amanda Chapman*

Water Resource Control Engineer  
State Water Resources Control Board  
464 West 4<sup>th</sup> Street, Suite 437  
San Bernardino, CA 92401  
909-383-4320 – phone  
909-383-4745 – fax

For more information, please visit our website:  
[http://www.waterboards.ca.gov/drinking\\_water/programs/](http://www.waterboards.ca.gov/drinking_water/programs/)



Please consider the environment before printing this e-mail. Print double sided or use recycled papers.

# Appendix 4

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**Consumer Confidence Report Certification Form**

**Consumer Confidence Report  
Certification Form**  
*(To be submitted with a copy of the CCR)*

Water System Name: \_\_\_\_\_

Water System Number: \_\_\_\_\_

The water system named above hereby certifies that its Consumer Confidence Report was distributed on \_\_\_\_\_ (date) to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the California Department of Public Health.

Certified by:      Name: \_\_\_\_\_  
                         Signature: \_\_\_\_\_  
                         Title: \_\_\_\_\_  
                         Phone Number: (      ) \_\_\_\_\_ Date: \_\_\_\_\_

*To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:*

- ☐ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- ☐ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- ☐ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
  - ☐ Posting the CCR at the following URL: www. \_\_\_\_\_
  - ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
  - ☐ Advertising the availability of the CCR in news media (attach copy of press release)
  - ☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
  - ☐ Posted the CCR in public places (attach a list of locations)
  - ☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
  - ☐ Delivery to community organizations (attach a list of organizations)
  - ☐ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
  - ☐ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
  - ☐ Other (attach a list of other methods used)
- ☐ *For systems serving at least 100,000 persons:* Posted CCR on a publicly-accessible internet site at the following URL: www. \_\_\_\_\_
- ☐ *For privately-owned utilities:* Delivered the CCR to the California Public Utilities Commission

## Consumer Confidence Report Electronic Delivery Certification

*Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.*

- ☐ Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: www.\_\_\_\_\_
- ☐ Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: www.\_\_\_\_\_
- ☐ Water system emailed the CCR as an electronic file email attachment.
- ☐ Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- ☐ *Requires prior CDPH review and approval.* Water system utilized other electronic delivery method that meets the direct delivery requirement.

*Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.*

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

*This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c), California Code of Regulations.*

# Appendix 5

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Copy of the Reviewed Content of the 2016 Consumer Confidence Report





## 2016 Consumer Confidence Report

June 2017

We test the drinking water quality for many constituents as required by State and Federal Regulations. This report shows the results of our monitoring for the period of January 1 - December 31, 2016.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo ó hable con alguien que lo entienda bien.

**Water Sources and Drinking Water Source Assessment information:** Crestline Village Water District gets its water from two types of sources: 1) **Local Ground Water:** A limited amount of ground water is obtained from 17 separate wells within the District. 2) **Imported Surface Water:** Imported surface water is purchased from the Crestline-Lake Arrowhead Water Agency. Crestline-Lake Arrowhead Water Agency buys surface water at Silverwood Lake, treats it and then pumps it up the mountain for use by the District and other water users. Depending on the location of your property, you may receive a blend of local and imported water, or 100% local or imported water.

The District has prepared Drinking Water Source Assessments for all of its local ground water sources. The source assessments were completed in 2002 and are available for review at the District's office.

**Board Meetings:** The District is governed by a locally elected Board of Directors, which meets in a public meeting on the third Tuesday of each month at 3:00 pm at the District's office located at 777 Cottonwood Drive, Crestline, California.

### Terms Used in this Report:

**MCL or Maximum Contaminant Level:** The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**PDWS or Primary Drinking Water Standards:** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

**SDWS or Secondary Drinking Water Standards:** MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.

**PHG or Public Health Goal:** The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

**MCLG or Maximum Contaminant Level Goal:** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency (USEPA).

**MRDL or Maximum Residual Disinfection Level:** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**MRDLG or Maximum Residential Disinfectant Level Goal:** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**NTU or Nephelometric Turbidity Units:** A measurement of the clarity of water. Turbidity is the measurement of particles suspended in water. Turbidity results that meet performance standards are considered to be in compliance with filtration requirements.

**AL or Regulatory Action Level:** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

**ND** = Not detectable at testing limit.

**ppm** = Parts per million or milligrams per liter (mg/L) **ppt** = Parts per trillion or nanograms per liter (ng/L)

**ppb** = Parts per billion or micrograms per liter (ug/L) **pCi/L** = Picocuries per liter (a measure of radiation)

**The sources of drinking water** (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

**In order to ensure that tap water is safe to drink,** USEPA and the State Water Resources Control Board (State Board), Division of Drinking Water prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

### Contaminants that may be present in source water include:

- **Microbial contaminants,** such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants,** such as salts and metals, that can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides,** which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- **Organic chemical contaminants,** including synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, agricultural application, and septic systems.
- **Radioactive contaminants,** which can be naturally occurring or be the result of oil and gas production and mining activities.

### Additional Drinking Water Information:

All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Crestline Village Water District is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking and cooking. If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/lead>.

For more information, please contact David Sale at (909) 338-1727 Ext. 235

Or write to us at: Crestline Village Water District

PO Box 3347, Crestline, CA 92326-3347

E-mail: [cwwater@cvwater.com](mailto:cwwater@cvwater.com) Website: [www.cvwater.com](http://www.cvwater.com)

11/2/17 R✓

### Crestline Village Water District • 2016 Consumer Confidence Report

The following tables list all of the drinking water contaminants that were detected during the most recent sampling for the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The State Board requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old.

#### SAMPLING RESULTS SHOWING THE DETECTION OF COLIFORM BACTERIA

Microbiological Contaminants	Highest No. of Detections (In a Month)	Violation	MCL	MCLG	Typical Source of Contaminant
Total Coliform Bacteria	0	No	More than 1 sample in a month with a detection	0	Naturally present in the environment.
Fecal Coliform or <i>E. coli</i> (at the ground water source)	(In a year) 0	No	A routine sample and a repeat sample detect total coliform and either sample also detects fecal coliform or <i>E. coli</i>	0	Human or animal fecal waste.

#### SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER

Lead and Copper	No. of samples collected	90 <sup>th</sup> percentile level detected	No. Sites exceeding AL	AL	MCLG	Typical Source of Contaminant
Lead (ppb)	20	ND	0	15	0.2	Internal corrosion of household plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.
Copper (ppm)	20	0.21	0	1.3	0.3	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.

#### SAMPLING RESULTS FOR SODIUM AND HARDNESS

Chemical or Constituent	Ground Water		Surface Water		MCL	PHG or MCLG	Typical Source of Contaminant
	Level Detected	Range of Detections	Level Detected	Range of Detections			
Sodium (ppm)	12.33	9.30 - 18	81.44	69 - 98	N/A	N/A	"Sodium" refers to the salt present in the water and is generally naturally occurring.
Hardness (ppm)	86.67	57 - 130	103.00	87 - 110	N/A	N/A	"Hardness" is the sum of polyvalent cations present in the water, generally magnesium and calcium. The cations are usually naturally occurring.

IS this CVWD and CLAWA? CVWD and CLAWA reporting should be separate. Recommend to include CLAWA CER separately.

#### CONTAMINANTS WITH A PRIMARY DRINKING WATER STANDARD

Fluoride (ppm)	0.05	ND - 0.22	0.08	0.0 - 0.17	2	1	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories.
Lead (ppb)	See Above	See Above	-	-	15	0.2	Internal corrosion of household plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.
Nitrate (ppm)	6.83	ND - 31.0	0.33	0 - .75	45	45	Erosion of natural deposits; runoff and leaching from septic tanks and sewage.
Gross Alpha (pCi/L)	4.03	1.55 - 10.43	-	-	15	None	Erosion of natural deposits.
Uranium (pCi/L)	11.82	4.65 - 19.00	-	-	20	0.5	Erosion of natural deposits.
THM (Total Trihalomethanes) (ppb) **	23.14	17.10 - 29.18	46.00**	6.6 - 40.2	80	N/A	By-product of drinking water disinfection.
Haloacetic Acids (ppb) **	5.08	3.48 - 6.68	7**	1.3 - 8.8	80	N/A	By-product of drinking water disinfection.
Turbidity (NTU) *	See below		0.07	0 - 0.07	5	N/A	Soil runoff.

\*Turbidity Performance Standard: at least 95% of samples must be less than 0.3 NTU; Not exceed 1.0 NTU for more than eight consecutive hours; Not exceed 5.0 NTU at any time.

#### CONTAMINANTS WITH A SECONDARY DRINKING WATER STANDARD

Chloride (ppm)	18.24	15.10 - 22.25	95.00	72 - 120	500	Leaching from natural deposits; seawater influence.
Manganese (ppb)	ND	ND	-	-	50	Leaching from natural deposits.
Sulfate (ppm)	8.67	2.50 - 21.0	66.94	39 - 93	500	Leaching from natural deposits.
Specific Conductance (uS/cm)	236.67	180 - 320	-	-	1600	Substances that form ions when in water.
Total Dissolved Solids (ppm)	176	145 - 255	337.50	290 - 410	1000	Erosion of natural deposits.
Foaming Agents (MBAS) (ppm)	-	-	-	-	500	Municipal and industrial waste discharges.
Odor - Threshold (Ton)	1.0	1.0 - 1.0	1	1 - 1	3	Naturally-occurring organic materials.
Iron (ppb)	-	-	-	-	300	Leaching from natural deposits; industrial wastes.
Zinc (ppb)	18.33	ND - 220	-	-	5000	Leaching from natural deposits.
Turbidity (NTU)*	0.25	<0.1 - 1.65	See above		5	Soil runoff.

#### UNREGULATED CONTAMINANTS

Boron (ppb)	ND	ND	188	0 - 250	1,000	Erosion of natural deposits.
Vanadium (ppb)	0.25	ND - 3.20	1.30	0 - 4.7	50	Erosion of natural deposits.
pH	6.95	6.95 - 6.95	8.04	7.8 - 8.3	6.5 - 8.5	

\*Turbidity is a measure of the cloudiness of the water and is a good indicator of water quality and filtration performance. Turbidity results which meet performance standards are considered to be in compliance with filtration requirements.

\*\*Total Trihalomethanes and Haloacetic Acids are reported as the Highest Locational Running Annual Average.

Unit not correct should be Nitrate (as N)

MISSING HEADING

Not reported correctly. should be reported as a treatment technique (4481 (C)(E))

Units not defined.

MRDL - Not reported (4481 (C))

Not complete "NC" should be reported in its own section.

Missing heading

NC  
NC  
NC

NC

Missing heading

# Appendix 6

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## The Notification Template

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.

Tradúzcalo o hable con alguien que lo entienda bien.

### Reporting Requirements Not Met for Crestline Village Water District

Our water system failed to report the 2011-2016 Consumer Confidence Reports and certification that the report has been distributed to customers, and that the information is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board on time and, therefore, was in violation of the regulations. Even though this failure was not an emergency, as our customers, you have a right to know what you should do, what happened, and what we did to correct this situation.

*We are required to distribute the Consumer Confidence Report to our customers each year by July 1 and submit a copy of the report with certification that the report has been distributed to customers within three months. During 2011-2016 we did not submit our consumer confidence reports and certificates to the State Water Resources Control Board.*

#### What should I do?

- There is nothing you need to do at this time.
- The table below lists the Consumer Confidence Reports we did not properly submit to the State Water Resources Control Board with the appropriate dates.

<i>Consumer Confidence Reporting Year</i>	<i>Consumer Confidence Report Date Due to the State Water Resources Control Board</i>	<i>Date Submitted</i>	<i>Consumer Confidence Report Certification Date Due to the State Water Resources Control Board</i>	<i>Date Submitted</i>
2016	07/01/2017	11/01/2017	10/01/2017	
2015	07/01/2016	11/01/2017	10/01/2016	
2014	07/01/2015	11/01/2017	10/01/2015	
2013	07/01/2014	11/01/2017	10/01/2014	
2012	07/01/2013	11/01/2017	10/01/2013	
2011	07/01/2012	11/01/2017	10/01/2012	



## What happened? What is being done?

[Describe corrective action].

For more information, please contact [name of contact] at [phone number] or [mailing address].

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.*

## Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
- RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
- BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: Must notify employees of businesses located on the property.

This notice is being sent to you by Crestline Village Water District.

State Water System ID#: 3610015. Date distributed: \_\_\_\_\_.